



## Social Media User Guidelines

The City of Willcox administers its social media pages to inform the public of City business, services, and events. The City of Willcox social media accounts are operated by the City of Willcox and posts are made by City of Willcox staff members. The City of Willcox welcomes and encourages all visitors of our online communities to contribute comments which are related to responsibilities of and topics pertaining to the City. The City of Willcox reserves the right to remove content that is deemed in violation of City policy or any applicable law. The following postings/comments are prohibited:

- Comments unrelated to the administrator's posting
- Content that violates City policy, including abuse, harassing, intimidating, vulgar, obscene, and offensive communications; communications that defame or libel others; and communications that infringe upon the privacy rights of others
- Disparaging communications or humor based on race, national origin, marital status, sex, sexual orientation, disability, age, religion, or any other characteristic protected under federal, state, or local law
- Communications of any copyrighted materials, trade secrets, proprietary information, or any other highly sensitive confidential information
- Content that infringes on copyrights or trademarks
- Information that reasonably could compromise individual or public safety
- Content that impersonates or misrepresents someone else; false information
- Solicitation of others for commercial ventures or religious, social, or political causes

Any participants on the City's official social media sites who are in continual violation of the Social Media User Guidelines may be permanently banned from City sites. In general, individual complaints, concerns, and service requests may not be addressed through social media and should be directed to City Hall or the appropriate City department. Posts, messages, or comments are not considered delivery of notices or requests to the City, and it is not a substitute for public comment at City meetings or other public forums. Further, all comments posted by a member of the public are the opinion of the poster only, and publication of a comment does not imply endorsement of, or agreement by the City, nor do such comments necessarily reflect the opinions of the City of Willcox.